Manager User Guide

Powered by City of Hope and INSZoom

Revised 5/3/2010

Overview

This user guide provides step-by-step instructions for performing the following department activities in INS Zoom

- Logging into INS Zoom
- Initiating visa request
- Completing Questionnaires
- Checking an employee's case status and documents received

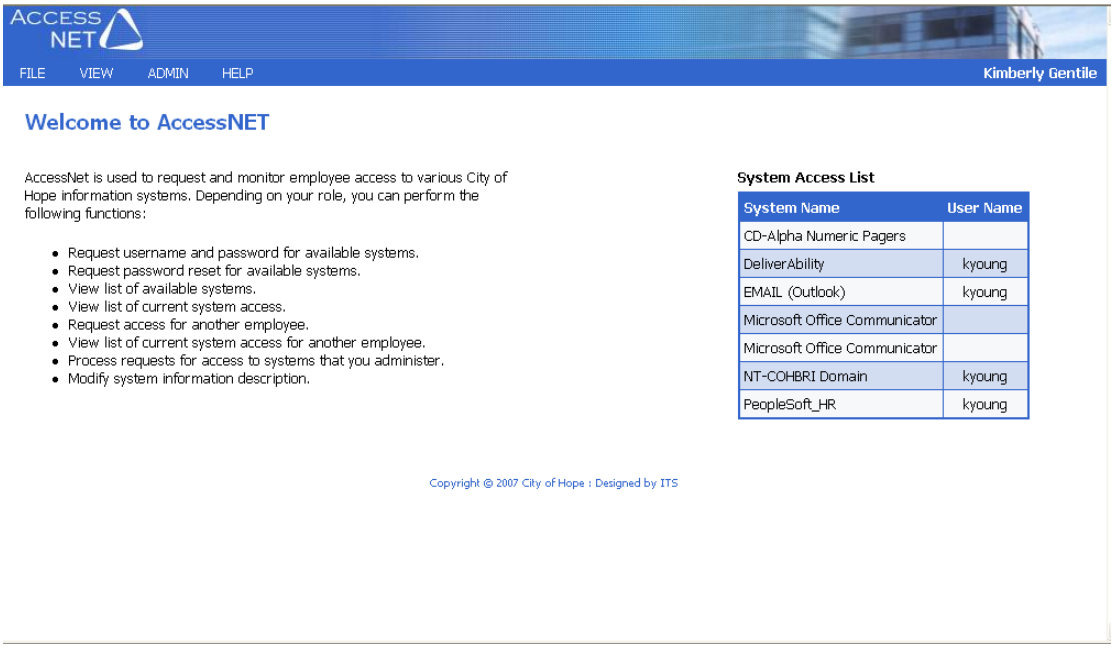
If you have any questions or concerns, please contact one of the trainers below.

Trainer	Email
Yvonne Bobadilla	ybobadilla@coh.org
Jocelyn Cumming	jcumming@coh.org
Mark Dizik	mdizik@coh.org

Any issues that cannot be resolved will be escalated to Kimberly Gentile at extension 63872 to be routed to the INS Zoom resolution team.

Getting Started: Log-in

Step 1: Request user ID and password through Access Net at https://accessnet.coh.org/Main/Home.aspx . (Note: Indicate Kimberly Gentile as the approver in Access Net)



Step 2: You will receive a user ID and password from INS Zoom via email

Step 3: Go to Visa Services webpage at http://www.cityofhope.org/about/careers/visa-services/Pages/default.aspx

Step 4: Click in the INS Zoom

Step 5: Log into INS Zoom portal under "Departments and Current Employees"
INSZoom login- For authorized individuals only

Step 6: Enter your user ID and password

Your home dashboard should look similar to the image below.

Through the Zoom Assistant – Business Manager's portal, Business Managers or designated administrative assistant will perform the follow tasks in the immigration process

- Initiate a visa request for an employee
- Complete questionnaires
- Check visa status of an employee
- View all employees
- Run reports

All visa requests are initiated by the Department, not the applicant/employee. The department will initiate the request. At that point, your Immigration Specialist will

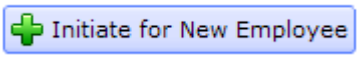
approve and create the case in INSZoom. The department contact will receive an email linking the "Department Case Starter Kit" for completion.

An email will also go out to the applicant on the visa request linking to the "Applicant Case Starter Kit". If the applicant does not have a log in ID and password, it will be given to the individual at this time.

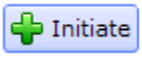
Initiating a Visa Request

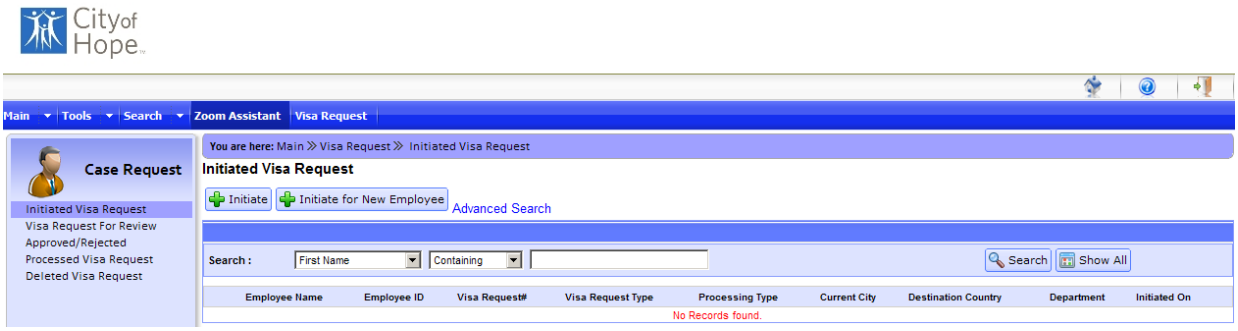
To initiate a visa request for an employee

- Click on **Visa Request** - the screen should look similar to the image below
- Click on **Initiate for New Employee** (For new employees only) OR

- Click on **Initiate** for existing employees. Select your employee.



- Choose *United States* as the country
- Choose processing type regular or premium (Note: This is only used with H1B cases)
- Choose *Visa Request Template Group*, then
- Choose the visa request template
- To enter an existing employee's name, click the *Choose Employee link*
- The Advance Employee search screen is displayed. Enter details and click the Find button
- The employee details are displayed in this screen. Select the employee name and click the save button
- The *Initiate A Request* screen is displayed in the employee's text box; the employee's name is displayed. Click save.

Save Cancel

Initiate A Request

Destination Country *	United States
Processing Type	(•) Regular ( ) Premium
Visa Request Template Group	J-1 Exchange Visitors
Visa Request Template *	New - J-1 visa for Short Term Scholars
Template Description	Up to 6 months only

**Premium Processing is available for selected applications only.
Please select Regular to view a list of all available applications for Visa Processing.
Premium processing may require additional approvals.
* Required Field.

Create New Employee

Department*	Research - Biology
Salutation	Dr.
First Name*	Mickey
Last Name*	Mouse
Middle Name	
Gender	Male
Email	mmouse@coh.org
Employee ID	123456
Comments/Notes	

* Required Field.

Contact Info

Work Address

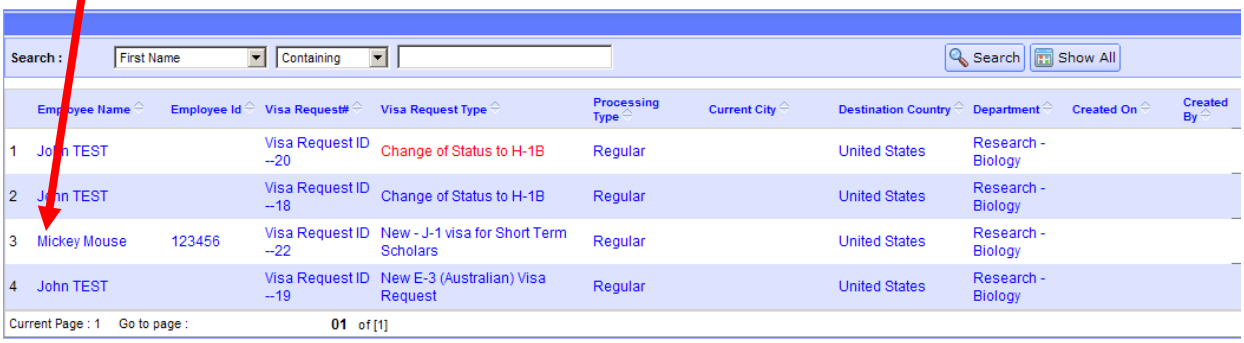
Address	
Suite/Apt #	
City	
State	
Postal Code	
Country	
Phone #1	
Phone #2	
Fax	
Cell Phone	
Pager #	

Residence Address(Check If Same as Above) ☐

Address	
Suite/Apt #	
City	
State	
Postal Code	
Country	
Phone #1	
Phone #2	
Fax	
Cell Phone	
Pager #	

Save Cancel

You will see the visa request screen displayed. The employee's name is listed in this screen.



Search : First Name Containing Search Show All

	Employee Name	Employee Id	Visa Request#	Visa Request Type	Processing Type	Current City	Destination Country	Department	Created On	Created By
1	John TEST		Visa Request ID --20	Change of Status to H-1B	Regular		United States	Research - Biology		
2	John TEST		Visa Request ID --18	Change of Status to H-1B	Regular		United States	Research - Biology		
3	Mickey Mouse	123456	Visa Request ID --22	New - J-1 visa for Short Term Scholars	Regular		United States	Research - Biology		
4	John TEST		Visa Request ID --19	New E-3 (Australian) Visa Request	Regular		United States	Research - Biology		

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Your case has been submitted for approval.

Case Approved – What now?

Once the Immigration Specialist has approved the case, the department will be required to complete a questionnaire regarding the position offered.

The case starter kit has four components

1. A case document checklist showing all materials that must be submitted by the department and by the employee before the visa application can begin.
2. Uploading documents
3. A link to edit the Department or Applicant Questionnaire. The red text at the top of the case starter kit screen will notify you of the access deadline after which your access to the questionnaire will expire.
4. The *Inform Case Manager* button, which you use to submit the questionnaire

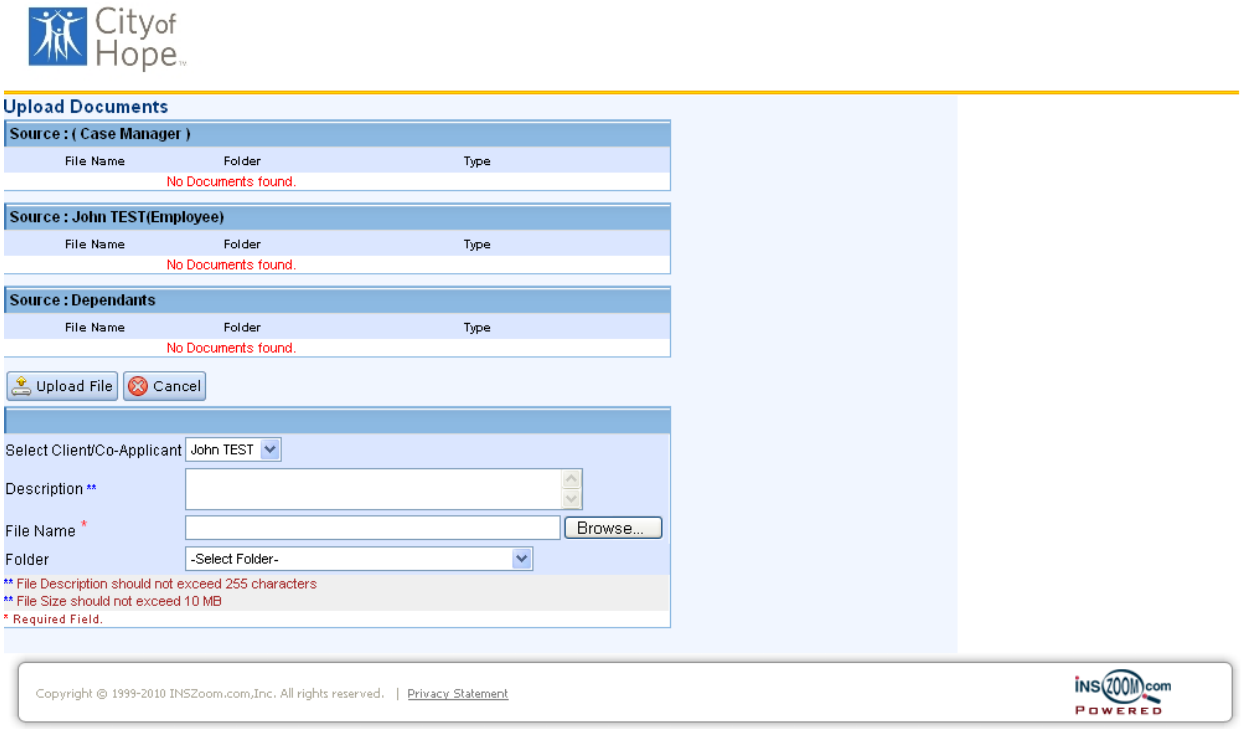
Completing and submitting an INSZoom questionnaire

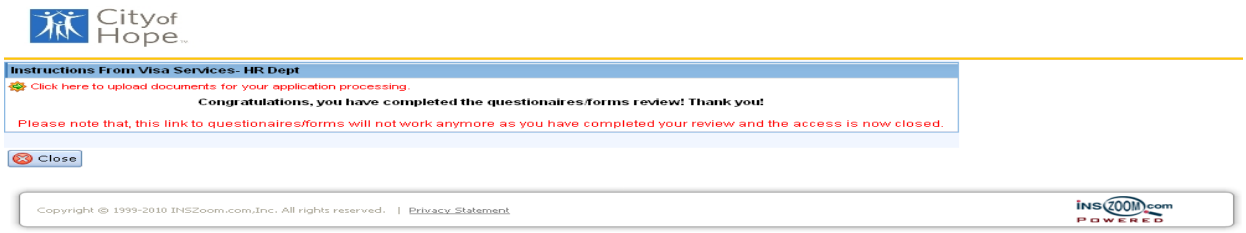
The Department and Applicant will receive separate *Case Starter Kits* with the questionnaire related to the specific case attached.

The department questionnaire covers information about the position offered and only basic information about the applicant. The applicant will submit his/her information (and information on any family members –if applicable) through a separate questionnaire.

Uploading documents:

- Click on "click here to upload documents for your application processing"
- Click browse button to choose file to upload
- Fill in description box
- click upload button





Submitting the Form:
When you have entered all the required information, you must submit the form. From the questionnaire screen, you will see two buttons across the top page:

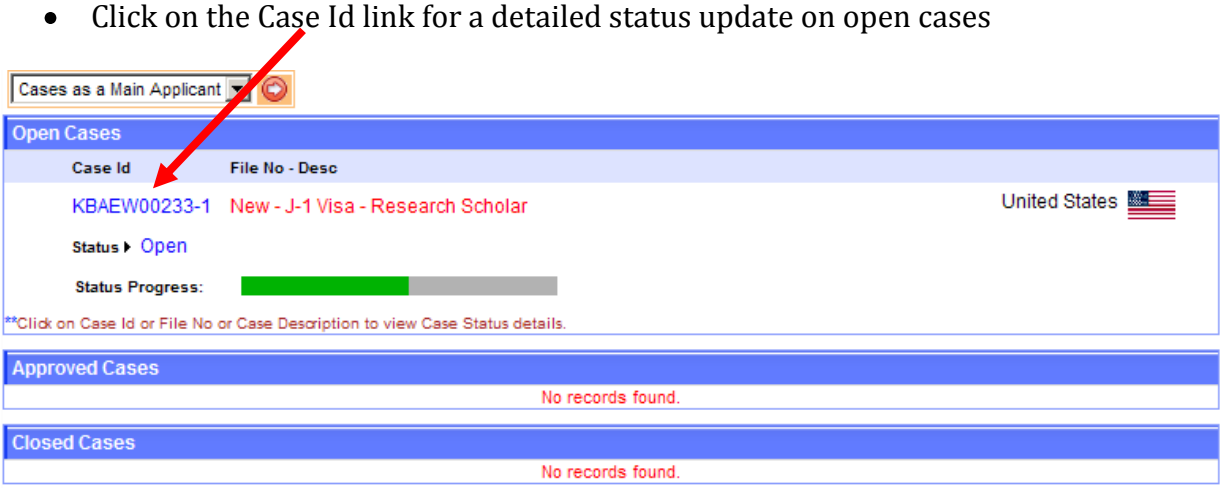
- Print preview generates a printable version of the form if you'd like to keep a copy for your records
- Go to questionnaires List brings you to the main Case Starter Kit screen, which will allow you to click "Inform Visa Services –HR Dept"

View all Employees

- Click on the Employees Icon
- A listing of all of your employees should be listed here

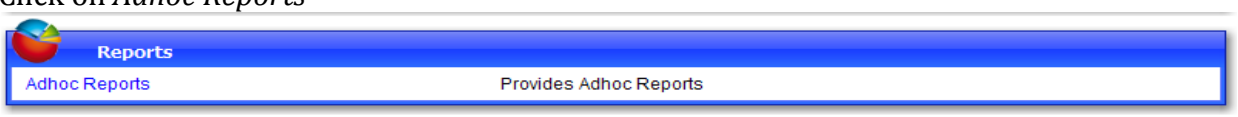
Checking the Status of Your Case

- Under the View all Employees Page (see instructions above)
- Click on the name of the employee you want to view status updates
- Your employees profile should appear
- Click on Case List (left navigation pane)
- Click on the Case Id link for a detailed status update on open cases



Run Reports

- Click on *Adhoc Reports*



- Click on the report you want to run
- Select Department
- Enter Client Current Class/Visa
- Click *Get Report*
- You can choose to upload an Excel or Text File

Troubleshooting

If you are experiencing problems using INS Zoom or submitting the questionnaire:

- Be sure to use Internet Explorer. INS Zoom is designed to work best with this browser and may not work properly in other browsers.
- If your access to the questionnaire has expired, contact your Immigration Specialist to initiate renewed access. The expiration date appears in red at the top of the Case Kit screen.